

STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Docket No. 2004-461

November 17, 2004

PHIL THAYER, ET AL.
Request for Commission Investigation
Into the Charges for Off-Season, Suspended
Phone Service in Maine

PROCEDURAL ORDER

On November 3, 2004, the Staff issued a recommended decision in this docket and sought comments on it from interested parties. The Public Advocate and the Lead Complainant, Phil Thayer, filed comments on November 15, 2004.

The Presiding Officer requests that Verizon respond to two of the issues raised by the commenters. With regard to Verizon-Maine's Temporary Suspension of Service rate of \$32, Mr. Thayer states that he asked Verizon customer service about Verizon's charges in other New England states. According to Mr. Thayer, the other states have a monthly charge similar to Maine's, but the one-time suspension/restoration charges are from \$7 to \$12 as compared to \$32 in Maine. Verizon should verify that these charges are correct and explain the basis for the charge in Maine. Verizon should also explain whether any circumstances surrounding the Maine charge have changed since the Commission approved the charge at the time the AFOR was implemented in 1995.

As raised by OPA, Verizon should also explain where it believes the suspension of service rate fits within the AFOR and what authority the Commission would have to change the rate during the term of the AFOR. Verizon should file its response by November 30, 2004. Other parties may also file comments on this issue by November 30.

Dated at Augusta, Maine, this 17th day of November, 2004.

BY ORDER OF THE PRESIDING OFFICER

Joanne B. Steneck